

PEOPLES  
ENERGY  
Peoples Gas  
North Shore Gas

January 7, 2002

Ms. Maxine Johnson  
3947 W. Polk St FL 1  
Chicago, IL 60624-4020

RE: 2 5000 1347 5240

Dear Ms. Johnson:

Please accept our apologies for the delay in responding to your inquiry concerning the gas bill for the above account.

A review of our records indicates the meter for your unit and that of another unit were crossed. This means you were each being billed for gas used by the other.

Our records have been corrected to show the correct meter number for each customer and a bill reflecting your actual usage is enclosed.

If you have any questions concerning this matter, please contact me at (312) 240-7351.

Sincerely,

*K. Staley*

K. Staley  
Special Services

A-1

Attachment X



**ILLINOIS COMMERCE COMMISSION**

---

October 7, 2002

Maxine Johnson  
3947 W. Polk 1st Fl.  
Chicago, IL 60624

RE: 2002-18331C  
PEOPLES GAS LIGHT AND COKE COMPANY, THE

At my direction, the company furnished information about the problem you described. The report indicates that your concern has been resolved or satisfactorily explained. If that is not the case, I encourage you to contact the utility for clarification.

If you require further assistance from this office, please contact me. I can be reached by telephone at 800/524-0795 or 217/782-2024.

Regards,

  
Carol Mastro  
Consumer Services Division

A-2

PEOPLES  
ENERGY  
Peoples Gas  
North Shore Gas

September 30, 2002

Ms. Maxine Johnson  
3947 W. Polk St FL 1  
Chicago, IL 60624-4020

RE: Acct # 2 5000 1347 5240

Dear Ms. Johnson:

We were recently contacted by the Illinois Commerce Commission (ICC) regarding your gas bill. We understand your concern and want you to know that we conducted a thorough review of our records in an effort to quickly resolve this billing issue. I apologize for any inconvenience this may have caused.

As explained in my letter dated January 7, 2002, we changed your meter on August 12, 2000 but our records were not updated correctly.

Our records were corrected in January 2002 and a bill adjusting your account for service from the time the meter was changed to January 2002 was issued.

Enclosed is a transcript of your account, listing bills and payments since December 1999.

Thank you for your patience as we looked into this matter. A copy of this letter has been mailed to the Illinois Commerce Commission.

Sincerely,

*K. Staley*

K. Staley  
Special Services

A-3

Maxine Johnson  
 3947 W. Polk St FL 1  
 Chicago, IL 60624  
 Account # 2 5000 1347 5240

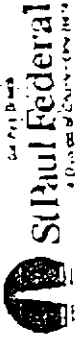
<u>TO DATE</u>	<u>METER #</u>	<u>METER READING</u>	<u>CCF'S</u>	<u>NET AMOUNT</u>	<u>PREVIOUS BALANCE</u>	<u>LPC'S</u>	<u>PAYMENT</u>	<u>DATE PAID</u>	<u>CREDITS</u>	<u>BALANCE</u>
12/27/99	P1823060	0269-A	78	\$65.97	\$0.00	\$0.00	\$66.92	01/28/00		(\$0.95)
01/25/00	P1823060	0386-A	117	\$84.97	(\$0.95)	\$0.00	\$85.24	02/24/00		(\$1.22)
02/25/00	P1823060	0509-A	123	\$84.38	(\$1.22)	\$0.00	\$84.38	03/27/00		(\$1.22)
03/28/00	P1823060	0592-A*	83	\$64.41	(\$1.22)	\$1.20	\$65.32	04/24/00		(\$0.93)
04/26/00	P1823060	0687-A*	95	\$72.39	(\$0.93)	\$0.00	\$0.00			\$71.46
05/30/00	P1823060	0735-A*	48	\$49.44	\$71.46	\$1.04	\$72.51	05/31/00		\$49.43
							\$51.52	06/27/00		(\$2.09)
06/28/00	P1823060	0760-A*	25	\$33.85	(\$2.09)	\$0.71	\$0.00			\$32.37
07/31/00	P1823060	0787-A*	27	\$36.59	\$32.37	\$0.48	\$69.54	08/17/00		\$0.00
09/26/00	P1823060	0839-E*	52	\$71.91	\$0.00	\$0.00	\$71.91	10/06/00		
10/25/00	P1823060	0882-E*	43	\$57.86	\$0.00	\$0.00	\$0.00			\$57.86
11/28/00	P1823060	0973-E*	91	\$103.42	\$57.86	\$0.86	\$85.00	12/18/00		\$77.14
12/27/00	P1823060	1102-E*	129	\$140.05	\$77.14	\$1.13	\$110.00	01/16/01		\$108.32
01/26/01	P1823060	1221-E*	119	\$165.70	\$108.32	\$0.00	\$100.00	02/19/01		\$174.02
02/26/01	P1823060	1352-E*	131	\$176.66	\$174.02	\$2.57	\$100.00	03/26/01		\$253.25
03/27/01	P1823060	1462-E*	110	\$145.26	\$253.25	\$3.72	\$100.00	04/16/01		\$302.23
08/12/00	P1823060	0801-A*	292							
08/12/00	P2612192	0000-A*	0							
11/30/01	P2612192	0767-A*	767							
12/26/01	P2612192	0846-E*	79			\$0.00			\$1,128.05	(\$825.82)
12/31/01	P2612192	0846E*	0	\$1,378.20	(\$825.82)	\$0.00	\$0.00			
01/31/02	P2612192	978-A	132	\$90.58	\$552.38	\$0.00	\$0.00			
03/01/02	P2612192	1057-A	21	\$60.48	\$642.96	\$9.43	\$200.00	03/11/02		
03/27/02	P2612192								\$1,378.20	(\$865.33)
4-1-02? 12/31/01	P2612192	0846-A	79	\$1,447.89	(\$865.73)	\$0.00	\$100.00	04/29/02		\$482.56
04/30/02	P2612192	1189-A	47	\$50.96	\$482.56	\$8.63	\$100.00	05/23/02		\$442.15

05/30/02	P2612192	1242-A	53	\$58.49	\$442.15	\$6.50	\$100.00	06/18/02	\$407.14
06/27/02	P2612192	1263-A	21	\$29.81	\$407.14	\$5.98	\$100.00	07/18/02	\$342.93
07/26/02	P2612192	1282-A	19	\$27.89	\$342.93	\$5.03	\$175.85	08/14/02	\$200.00
08/27/02	P2612192	1282-A	19	\$28.76	\$200.00	\$2.94	\$31.70	09/16/02	\$200.00

A-5

MAXINE JOHNSON  
397 W. PULASKI ST. 1ST FL.  
CHICAGO, IL 60604

*Pay to the order of*  
*Maxine Johnson*  
*for cash*



St Paul Federal  
A Division of Citicorp

*Maxine Johnson*

For \$12710713261: "83320276309" 0642 000000200000

642

1-00000000

*Sum 3-1-80*

*\$1,500.00*

*200000*

050081667 03-12-02 01 050 50000000  
C 10000  
KXCO  
RECO

0447628184

0447628184

0447628184

A-11

My submission  
disallowed @ trial 12-2-03